

Serial No. 09/833,301
Voluntary Amendment of March 7, 2006

Filed: April 10, 2001

Amendments to the Claims:

The listing of Claims will replace all prior versions and listings of the Claims in the application:

Listing of Claims

1. (Canceled)
2. (Previously Presented) A method for monitoring telephonic interactions of an agent with customers, the method comprising:
 - (a) pre-recording a first speech portion of a telephone call received by an agent;
 - (b) determining whether said first speech portion satisfies a monitoring condition, and, if so:
 - (c) recording at least a second portion of said telephone call.
3. (Previously Presented) A method for monitoring telephonic interactions of an agent with customers, the method comprising:
 - (a) pre-recording a first speech portion of a telephone call received by an agent;
 - (b) determining whether said first speech portion satisfies a monitoring condition, and, if so:
 - (c) recording at least a second portion of said telephone call; and
 - (d) wherein said determining step comprises determining a speech rate of words spoken during said telephone call and wherein said monitoring condition is whether said speech rate exceeds a predetermined level.

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4. (Previously Presented) A method for monitoring telephonic interactions of an agent with customers, the method comprising:
- (a) pre-recording a first speech portion of a telephone call received by an agent;
 - (b) determining whether said first speech portion satisfies a monitoring condition, and, if so:
 - (c) recording at least a second portion of said telephone call; and
 - (d) wherein said determining step comprises determining a state of emotion present during said telephone call and wherein said monitoring condition is whether said state of emotion exceeds a predefined emotion threshold.
5. (New) A method of detecting emotion in a telephonic interaction between an agent and customers, the method comprising:
- providing a database that includes a plurality of human emotions associated with voice parameters;
 - monitoring a telephone conversation between an agent and a customer;
 - extracting a voice signal from the telephone conversation;
 - detecting a change in voice quality by detection of a subsonic frequency modulation of at least one of a formant frequency voice parameter or a pitch frequency voice parameter included in the voice signal;
 - identifying a corresponding human emotion from the database; and
 - indicating the emotion.
6. (New) The method of Claim 5, wherein indicating the emotion comprises indicating only a negative emotion selected from the group of negative emotions consisting of anger, sadness, and fear.

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7. (New) The method of Claim 5, wherein detecting a change in voice quality comprises identifying a central frequency and detecting shifts in the central frequency.